

Dear Associate:

Because Toyota takes public safety very seriously, the company is issuing a Consumer Safety Advisory about the potential for an unsecured or incompatible driver's floor mat to interfere with the accelerator pedal, which could result in a crash.

While recent events have led the National Highway Traffic Safety Administration (NHTSA) to take a closer look at this issue, our action is entirely voluntary. The company considers this a critical matter and will soon launch a safety recall on specific Toyota and Lexus vehicles. Throughout the process of developing the details of the action plan, we will work closely with NHTSA.

Until Toyota can implement a remedy, it is asking consumers and associates who drive specific Toyota and Lexus models to remove any driver's floor mat and NOT replace it with any other floor mat. The following models are affected:

- 2007 – 2010 Camry
- 2005 – 2009 Avalon
- 2004 – 2009 Prius
- 2005 – 2010 Tacoma
- 2007 – 2010 Tundra
- 2007 – 2010 ES350
- 2006 – 2010 IS250 and IS350

In addition, if the driver's floor mat is interfering with the accelerator pedal, Toyota is recommending the driver immediately pull over and stop the vehicle, as follows:

- First, pull-back the floor mat and dislodge it from the accelerator pedal; then pull over and stop the vehicle. If the floor mat cannot be dislodged, then:
- Shift the transmission gear selector to the Neutral position, and then firmly and steadily step on the brake pedal with both feet. Do not pump the brake pedal repeatedly as this will deplete the vacuum utilized for the power brake assist.
- If unable to put the vehicle in Neutral, turn the engine OFF, or to ACC. This will not cause loss of steering or braking control, but the power assist to these systems will be lost.
  - If the vehicle is equipped with an Engine Start/Stop button, firmly and steadily push the button for at least three seconds to turn off the engine. Do not tap the Engine Start/Stop button.
  - If the vehicle is equipped with a conventional key-ignition, turn the ignition key to the ACC position to turn off the engine. Do not remove the key from the ignition as this will lock the steering wheel.

Consumers and associates driving affected vehicles are asked to contact the Toyota Customer Experience Center (1 800 331-4331) or Lexus Customer Satisfaction (1 800 255-3987) with questions or concerns.

If you choose not to remove their mat, Toyota is strongly recommending that you ensure you are using the correct mat, that it is properly installed and secured and that you are not stacking a second mat over another. Information on proper mat installation can be found on Toyota.com.